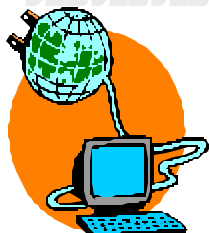


# THE DESCRIBER



**The future is Getting Closer: Replacement of older mainframe terminals.**

See page 4 inside



**Visit us on the web at:  
[Http://www.de.state.az.us](http://www.de.state.az.us)**

**DES makes key management appointments.**

See page 5 inside.



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- 10** More Quality Champions

## In Brief

### Diversity

**We pledge to value,  
Respect, trust,  
understand and  
appreciate the uniqueness  
of our employees,  
customers, and  
stakeholders.**

## HUD and DES Form Partnership to Assist Mutual Clients

The U.S. Department of Housing and Urban Development and DES entered into an agreement to partner and work toward assisting mutual clients to achieve self-sufficiency. The partnership between HUD and DES establishes a plan to coordinate policies and programs to support aiding families to move from welfare to work. This is the first time both agencies join together to help low-income residents who reside in federally assisted housing and are enrolled in a public assistance program.



Reports reflect that nationally 50% of HUD assisted families were welfare recipients in 1996. Approximately 20% of Public Housing and traditional Section 8 assisted families with children in Maricopa receive TANF (Temporary Assistance for Needy Families).

The City of Glendale recently signed an Intergovernmental Agreement with HUD and DES becoming the first city to formalize this cooperative venture. The partnering between HUD and DES will expand to include HUD-insured multifamily complexes, faith-based organizations and employment agencies. DES Director John Clayton expressed the hope that these potential partners will be instrumental in continuing efforts to move low-income residents off welfare and out of federally assisted housing.

## Director's Column

by John L. Clayton

**R**ecently, I worked with the Executive Team and PACE to develop our new Mission, Vision Statements and Guiding Principles. DES has accomplished a lot in the past few years that have provided a strong framework and foundation for future successes. In keeping with the Governor's Strategic Directions, and as we move into the future, please join me in unveiling our new Mission, Vision and Guiding Principles:

### Mission Statement

The Arizona Department of Economic Security is dedicated to promoting the well-being and self-sufficiency of individuals and families through the delivery of quality integrated services.

### Vision Statement

Our vision is a Department that is valued for its leadership and excellence in the delivery of quality human services in Arizona. We value employees and strive to create organizational pride.

We recognize that children are our greatest natural resource, individuals and their families are the foundation of a strong society, and that each must be afforded safe, secure and nurturing environments. The Department's service delivery is responsive and sensitive to individuals, cultural and community differences, and balances prevention and crisis assistance.

### Guiding Principles:

- ◆ We lead by example.
- ◆ We value teamwork and stakeholder partnerships.
- ◆ Customer service is vital to our success.
- ◆ Employees are valued.
- ◆ Continuous improvement is the cornerstone of our agency.
- ◆ We manage by facts.
- ◆ Diversity is strength.

Congratulations to those who worked hard to help the state win two federal High Performance Bonus awards. This information was shared with the Legislature. No other state has won more federal welfare bonus funds in proportion to the State's population. The cornerstone of our welfare program is employment. TANF individuals placed in employment were 10,547 in SFY 1999 and 12,126 in SFY 2000. This represents a 14.9% increase in the number of welfare recipients who obtained employment between these two years. I will continue to encourage making improvements in wages of participants, types of jobs our clients obtain, additional training for clients and educational opportunities and identifying with multiple barriers to employment.

As you know the revenue projections are down for fiscal year 2002 and 2003. In response, the Governor has implemented a hiring freeze for all state agencies that went into effect on March 7th. There are several classifications that are excluded from the freeze, including:

- ◆ Public safety classifications
- ◆ Direct care or custody of clients
- ◆ Direct revenue collection



## WELFARE AND HEALTH REFORMS

DES Director John L. Clayton spoke about the history and future of Arizona's welfare program recently at a conference cosponsored by the Morrison Institute for Public Policy, the Rockefeller Institute of Government, and the Arizona State University College of Extended Education. The theme of the conference held at the Flinn Foundation in Phoenix was "More Promises to Keep: Sustaining Arizona's Capacity for Welfare and Health Reform." The conference brought together key policy makers, community based organizations, individuals from the business community, and client advocacy



*Director Clayton at the conference.*

groups to exchange information and ideas about welfare reform.

Mr. Clayton told the conference participants about the successes of Arizona's welfare reform program. Arizona's program is helping families achieve

self-sufficiency. Expanded supportive services are enabling families to overcome barriers and to find and retain employment. The DES Director also shared his vision for the future of Arizona's welfare program. Top priorities include enhancing the Department's role as a leader in human services and increasing the involvement of stakeholders, providers, community groups and staff.

Arizona has the opportunity to enhance our current program by improving service delivery and expanding services that can help families make the successful transition to achieving their social and economic well being.

*Column* from page 2

- ◆ Eligibility determination
- ◆ Provision of mandated entitlement services
- ◆ 100% federally funded positions

I would also like to emphasize that despite the gloomy revenue forecasts the Governor remains steadfast on her commitment to raise state employee salaries.

I am listening to the employees of DES. After our last satisfaction survey, we are listening to your needs for improved wages, equipment, tools and resources, the size of caseloads, and the need for training. Other enhancements I support are employee friendly work environments, alternative work schedules, automation support for our employees as well as additional staff to manage workload and training opportunities.



**Expanded  
supportive  
services are  
enabling  
families to  
overcome  
barriers and to  
find and retain  
employment.**



**1998**



**PIONEER  
AWARD WINNER**



**The  
Infrastructure  
Project will  
provide  
Microsoft  
Outlook with  
E-mail  
features.**



## THE FUTURE IS GETTING CLOSER

by Diane Wynn

The Information Technology (IT) Infrastructure Project is a department-wide initiative currently underway to improve and upgrade the agency's automation capabilities. One component of the IT Infrastructure Project is the replacement of older mainframe terminals with Network Computer (NC) workstations and the replacement of all mainframe printers with network enabled laser printers. The Infrastructure Project will also provide Microsoft Outlook with E-mail features. In addition, more staff will have access to the Internet.

In addition to the new NC's and printers, the Infrastructure Project will provide:

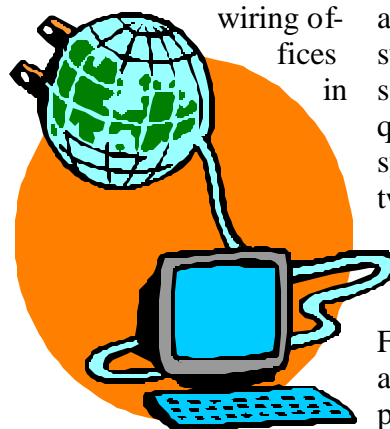
1. Network upgrades to T1 (high-speed) lines for DES offices statewide;
2. New routers and switches (network equipment) to allow all DES offices connectivity to the DES Wide-Area Network (WAN.)
3. Rewiring of DES



offices with industry standard wiring to support the new technologies being deployed.

Selected vendors began installing T1 lines, delivering new racks in data/wiring rooms (new router/switches) and re-wiring of

in



mid-August in almost all offices across the state. Vendors will begin the installation of the new NC's and printers January 8, 2001. Training on the NC's began on January 8,

starting with Maricopa County.

As Project Manager of the Infrastructure Project, I would like to extend my appreciation for all of the hard work and coordination thus far from all of the divisions and programs across the state. The success of the Infrastructure Project requires commitment and synchronization between all of us within the department and our outside vendors.

For more information about this project, please contact your division's IT Strategic Planning (ITSP) Advisory Board member or send me an email at [dwynn@mail.de.state.az.us](mailto:dwynn@mail.de.state.az.us) or SYSM: OTS. WYNN.



## New Appointees



**Dolores Reid** is the new Deputy Assistant Director for the Division of Children, Youth and Families. **Dolores** earned a Bachelor of Science at Loyola University (Chicago), a Master's in Social Welfare from Boston University, and a Ph.D. in Public Administration from the Union Institute (Cincinnati). She has more than thirty years of administrative and clinical experience with family and service organizations in both the public and private sectors. She has served as Chief Executive Officer of various agencies including the Department of Social Services in Rockville, Maryland; the Allen County Children Services Department in

Lima, Ohio and Montgomery County Children Services in Dayton, Ohio. She is active in many professional organizations that include the Academy of Certified Social Workers, Black Administrators in Child Welfare, Inc., and the Child Welfare League of America.

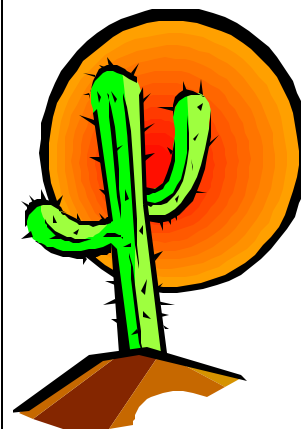
**Dr. Michael Ward** is the Executive Director of the Governor's Council on Developmental Disabilities.

**Dr. Ward** was the Director of the National Center of Self-Determination and 21st Century Leadership at the Oregon Health Sciences University. He served as a self-advocacy and leadership consultant with the Community Partnerships Project sponsored by the Oregon Developmental Disabilities Council.

**Dr. Ward** also worked as a vocational rehabilitation counselor for New York State Developmental Disabilities Services in Brooklyn, NY and as an education specialist engaged in policy research for the Council for Exceptional Children.



**Barbara Warren** is the new Director of Communications. She has senior management experience in marketing communications and Public Relations. **Barbara** was the Managing Director of her communications company in medical/pharmaceutical marketing and strategic planning. More recently, she was the Managing Director of BION Medical Education a division of Sperling Sampson West Advertising and was Vice President and Executive Director of Medical Education for McCann-Erickson Advertising. Barbara is a graduate of Lawton Dental College, Orange, California and continued her education at the University of California, Los Angeles in Mass Communications and film production.



**DES-  
Helping the  
People of  
Arizona with  
Quality and  
Pride**



**1998**



**PIONEER  
AWARD WINNER**

## Division Briefings

### Division of Employee Services & Support (DESS)

The Data Analysis Unit (DAU) recently completed the final TANF High Performance Bonus (HPB) Report for the second year of the program and submitted the results to the United States Department of Health and Human Services (DHHS). The HPB is a five-year program funded by DHHS to award states demonstrating exemplary results with TANF recipients in the areas of job placement, job retention, and earnings gain. This marks the second year that this project has been completed by the DAU in support of efforts by Division of Benefits and Medical Eligibility (DBME) and Division of Employment and Rehabilitation Services (DERS) to provide effective supportive, transitional, and employment services to TANF recipients that leads to self-sufficiency.

The announcement by DHHS of state HPB award winners for Year 2 of the program is expected very soon. Arizona was awarded approximately \$2.7 million dollars in the first year of the program for outstanding results among TANF recipients in the areas of job retention and earnings gain.



### Division of Developmental Disabilities (DDD)

The Arizona Association of Providers for People with Disabilities (AAPPD) honored Andy Genualdi, Business Operations Administrator for the Division with the Halo Award for excellence in protecting and enhancing the rights of children and adults with developmental disabilities. "I am thankful for this award and accept it on behalf of the Division's financial team. I work with great staff. They made this possible," states Andy.

### Division of Benefits and Medical Eligibility (DBME)

Vince Wood, the Assistant Director for the Division of Benefits and Medical Eligibility (DBME), indicated that in 2000, the Arizona Legislature passed legislation allowing the use of up to \$200,000 in TANF funding to conduct Food Stamps Outreach. In partnership with the Division of Employment and Rehabilitation Services (DERS), the Family Assistance Administration (FAA) will pilot a program of regional Food Stamp and TANF programs. The volunteers will connect potential participants to the closest DES office, make appointments and complete and file electronically the two-page Assistance Application that DES is piloting in 23 sites statewide. It is hoped that this program, which will start in a couple of weeks in Glendale, Avondale and Surprise (Westside Food Bank), will make a significant difference in getting food stamp information to potential households, thereby increasing participation. The Community Food Bank in Tucson has expressed interest in being included in the program at a later date.

### Division of Employment and Rehabilitation Services (DERS)

Moises Gallegos, Acting Assistant Director, announced that David Laster will be the new Employment Administration Program Administrator. He is a graduate of Waterloo Lutheran University in Ontario and also holds a Bachelors degree from Osgoode Hall Law School at York University and a Masters of Law degree from New York University Law School. Since 1995, he held the Position of the Unemployment Agency's Deputy Director for Customer Service for the State of Michigan. He also directed the agency's Tax Office and Office of Unemployment Insurance.

Please send your briefing to The DEScriber Editor: Nali Giliana.

E-mail: [ngiliana@mail.de.state.az.us](mailto:ngiliana@mail.de.state.az.us), SYSM: OOD.GILIANA, Fax: 602-254-8457 or Phone: 602-542-2552. Thank you.

# Mail Etiquette or “Netiquette”



By: Richard Porterfield

Lately, I have received a lot of electronic mail (email) both from SYSM and our Outlook/Exchange service. While most of these messages are appropriate, we all need to consider the recipients before sending a message. Here are some common sense guidelines about sending electronic messages and using our electronic messaging systems. These guidelines can be applied to all DES messaging systems – SYSM, GroupWise, Outlook/Exchange, and any others used within the Department.

## The “Never” Guidelines

1. Never send messages in all capital letters. This is standard Internet email etiquette (known as “Netiquette” in Internet terminology).
2. Okay, I must admit this is one of my pet peeves, but when I read a message in all capital letters it is like someone is SHOUTING at me. Capitalizing words in a message should be used for emphasis only. Even SYSM has the ability to send and receive upper and lower case correspondence. So please keep this in mind.
3. Never send email that is threatening, intimidating, or harassing to other persons. Never view, mail, or use materials that are found offensive or upsetting to others.
4. Your email messages can be public information. They can and may be divulged to persons not intended as a recipient. Don’t embarrass yourself, another employee or the Agency with inappropriate content.
5. Never send email that is deceptive, fraudulent, illegal, distasteful or unwelcome to other persons. Never forward chain letters.
6. Simply stated, use common sense in drafting and forwarding messages.
7. Never forward large email, or attach large files that may cause problems with storage, system resources,

or any other network utilization.

8. Please discuss it with your LAN Administrator and/or email administrator if there is concern about the size of the file and its impact on network resources.
9. Never send messages of solicitation for personal profit or gain.
10. It’s okay to let people know about SECC and Holiday charitable fundraising, but keep the magazine subscriptions and for profit announcements off of our email systems.
11. Never open an attachment of a message that you do not know from whom it came. And be very cautious when opening any attachment. The “I Love You” virus was spread, not by strangers, but by our own mailing lists.
12. Never use the email system to such an extent or extreme that it impedes your work performance or distracts from others work performance.
13. This should be self-explanatory. Our email system is neither a gossip column nor a vehicle for transmitting the latest joke that’s been heard.
14. Never use someone’s LogonID/Password or give someone else your LogonID/Password to send or view a message. All of our email systems (SYSM, Exchange, GroupWise, etc.) can authorize an alternate user the ability to send and view messages meant for another person **without sharing LogonIDs and Passwords**. If you do not know how to set up an “alternate user”, contact your email administrator.

## DES-Wide Announcements

You should have **approval from your supervisor** before using the DES-wide mailing list (DESALL in SYSM and \*ALL AZDES in Outlook/Exchange). If you or your supervisor is unsure if your announcement is appropriate for DES-wide distribution, please contact your email administrator.

When a message is sent DES-Wide, there will be employees who are not



able to read the message until long after its relevance. A message remains in the email system until the sender and/or receiver removes it (SYSM will automatically remove unread messages 30 days after they have been sent unless it has been made permanent). **It is important to remove announcements timely.** The sender should delete the message (Recall the Message) or set the message to automatically delete itself when it is no longer relevant. Your email administrator should be able to explain how to remove messages either manually or automatically.

## Beware of the Reply All feature

Also, be cautious when you use the ‘Reply All’ feature of many of our email systems. Do not ‘Reply’ (Answer in SYSM) or ‘Reply All’ to a mailing list unless you know fully who is part of the mailing list and that they all need your response.

Supervisors, please ensure that employees use the email system appropriately and that employee messages are both appropriate in content and sent to the correct audience. These guidelines should be common sense and standard mail etiquette – “Netiquette”.

## Retirements

		<u>Years of Service</u>
Shirley Ann Horner	DBME	09
Chuck Webb	DERS	26
Judy Baker	DCSE	21
Carole Bennett	DCYF	22
Frank Cota	DBME	20
Rudy L. Jones	DBME	28
Peter Knittel	DBME	23
Stanley Lindenfeld	DCYF	25
Gary Vercellino	DBTS	27



## CAREER ACHIEVEMENTS

### 20 years:

Raymond A. Canfora, DCYF; Donna L. Cooley, DERS; Antonio Flores, DBME; Linda L. Hancock, DACS; Rosie Hernandez, DBME; Patrick E. Mares, DCYF; Lupe Q. Martinez, DDD; Maria Medrano, DBME; Karin L. Poret, DESS; Victor J. Tinelli, DDD.

### 25 years:

Catherine Bradford, DDD; Pamela B. Ebert, DERS; Laris B. Russell, DBTS; Nina M. Sutton, DCYF; Evelyn Trevino, DERS.

### 30 years:

Ella A. Jones, DERS.



## Welcome to DES

Mack Phyllis; Cook Christine; Valdez Anna; Caddo Valerie; Morrissey Paul; Nixon Dawn; Romero Pablo; Voyles Laura; Lewis Phyllis; Ritchie Shannon; Dejonge Diane; Cyr Marylou; Tso Darlene; Virgil Sulema; Davis Belva; Fedro Raquel; Sanchez Cindy; Peoples Brenda; Stahl Carol; Bridgewater Ladonna; Paredes Marinella; May Jeffrey; Perez Mariana; Henderson Iris; Torgerson Tamera; Acosta Martha; Dennen Christopher; Hill Karen; Miller Bess; Marquette Scott; Randall Yolanda; Livingstone Enola; Love Nate; Pasinski Henry; Haber Caroline; Guess Heather; Daley Allen; Hernandez Jacqueline; Iannone Laura; Vega-Buff Betsy; Edwards Denise; Flores-Moreno Azalea; Lebby Doris; Solorio-Millar Alberta; Zuniga Leticia; Brown Deeanna; Leask Alexis; Donatelli Patricia; Dennis Debra; Clinton Evelyn; Rivasrivas Karla; Young Patrick; Steen Barbara; Chauvin Dollie; Noland Debbie; Heberling Linda.





## Bragging Writes

### To Gina Zamie, Division of Benefits and Medical Eligibility, Phoenix

"We had a critical situation in which one of our potential recipients required dialysis immediately. Gina prepared the case for the doctor review. Within what **THANK YOU** seemed like an hour, Gina called with the decision, we were able to help the recipient right away. This is nothing short of amazing! Gina's exceptional skill as an examiner has been apparent to us from the beginning. Her willingness to go the extra mile makes her an outstanding example of the ideal public servant. We are all fortunate to have such an excellent co-worker."

E.F.

### To Nilawan Trevino, Division of Benefits and Medical Eligibility, Parker

"Your kindness meant more than you'd ever guess. Thank you so much for your thoughtfulness. I wanted you to know that people like you makes the difference in our live. You are always there willing to help with a wide smile. Thank you for the wonderful service."

M.C.

### To George Schlinglosu, Division of Child Support Enforcement, Phoenix

"I wanted to take a moment and thank you. I came into the child Support Enforcement Office, feeling overwhelmed. But, thanks to you being so polite, patient and knowledgeable, you put me right at ease. I appreciate your time and energy that you have put into helping me with my case, as well as the efficient and timely manner in which it has been handled. The Child Support Division and your clients are very fortunate to have such an asset as yourself."

L.G-B.

### To Yolanda Patagonia

### Mendivil, Division of Benefits and Medical Eligibility,

"Yolanda was professional from the start. She greeted me and my ten year old daughter with a friendly smile. The interview took a long time, Yolanda was very patient with me. I would like to give Yolanda my highest respect. I thank you Yolanda for respecting me and doing your job at a professional level. At times we all have low points in our lives and need a little help to get past it. Yolanda you made my world a little brighter with your wonderful smile and personality."

S.R.

*If you or someone has received such a "write" that should be mentioned in The DEScriber, please send via interoffice mail to Nali Giliana, Site Code 050Z-1, E-mail: ngiliana@mail.de.state.az.us or SYSM to OOD.GILIANA.*



## MORE QUALITY CHAMPIONS



*Director Clayton with FMCS Data Warehouse Team.*



*Director Clayton with ESA New Hire Project Team.*



*Director Clayton with AZ Kids with traumatic brain injury team.*

In December DES teams were recognized at the 6<sup>th</sup> annual DES Spirit of Excellence Recognition Event held at the AZ Historical Museum and hosted by the Executive Team and PACE.

The Spirit of Excellence Awards Program was established by the Governor's Office to promote and recognize excellence in government. The process includes a formal application followed by an evaluation by a team of external examiners. *"Each year, the bar gets raised a little more, making the process continuously more stringent"*, said Gloria Díaz, Administrator of Total Quality, during her remarks at the celebration.

The following teams were recognized at the DES Celebration:

AZ Kids with Traumatic Brain Injury (Excellence Award)

Performance Exceeding Set Operations Standards (Excellence Award)

FMCS Data Warehouse (Excellence Award)

Wheels to Work (Excellence Award)

ESA New Hire Project Team (Recognition Award)

Child Support Enforcement Locate Redesign Team (Recognition Award)

AZ Financial Institution Data Match/Administrative Asset Seizure

AZ New Hire Reporting Program/State Directory of New Hires

AIMBIG On-Line Integrated Manual

*Quality* from page (11)

*Director Clayton with  
Wheels to Work Team.*



#### District II SYSM Enhancement Team

Moe Gallegos, Acting Assistant Director for the Division of Employment and Rehabilitation Services, served as the master of ceremonies. Assisted by Gloria Díaz, he led attendees in a game of *I've Got a Secret*. Moe shared a secret about a member of the Executive Team and through their applause, the audience voted for the person they believed the secret was about. The audience guessed correctly about half the time, and was fooled the other half of the time. Some of the secrets that were revealed included: Benidia Rice, Assistant Director for the Division of Child Support Enforcement, was a debutante and raised pigs. Ric Zaharia, Assistant Director for the Division of Developmental Disabilities, is a certified luge official and pitched in the Babe Ruth World Series in 1963 and Mary Lou Hanley, Assistant Director for the Division of Aging and Community Services, did some modeling and she was a "trophy girl" at an automobile race at the Phoenix International Raceway. It was also revealed that Barbara Warren,

See *Quality* | Page 12



*Director Clayton with Child Support Enforcement Locate Redesign Team.*





Arizona Department of Economic Security

The Arizona Department of Economic Security is a human service agency dedicated to working with the people we serve to achieve their self-sufficiency. Published for employees by the Office of Communications. Send articles and comments to

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Jane Dee Hull, Governor  
John L. Clayton, Director



Arizona Department of Economic Security  
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## Quality from page 11

Director of Communications, is a songwriter and that she climbed Machu Pichu Mountain.

One of the biggest revelations came from our Director, John Clayton, who confided that he *thinks* he loves golfing and fishing, and hopes to one day find out for sure. When asked why he hasn't found out, he admitted that he is a workaholic. After the end of the program, Director Clayton received several invitations to play golf.



Director Clayton with Performance Exceeding Set Operations Standards Team.

Congratulations to all of you to the members of the DES teams that participated in this year's Team for sharing their secrets.